



STATE OF IDAHO
invites applications for the position of:

IT Specialist – iEMS Customer Support Help Desk

SALARY: \$29.33 - \$38.13 Hourly
DEPARTMENT: Division of Military
OPENING DATE: 02/15/22
CLOSING DATE: 03/02/22 11:59 PM
DESCRIPTION:

STATE OF IDAHO
MILITARY DIVISION
Human Resource Office (HRO)
State Personnel Branch
4794 General Manning Avenue, Building 442
Boise, ID 83705-8112
Telephone: (208) 801-4273

STATE VACANCY ANNOUNCEMENT

Registers established from this announcement may remain valid up to one year to fill vacancies within the same classification.

ANNOUNCEMENT NUMBER:	22-10-N
AREA OF CONSIDERATION:	Open to all applications
POSITION TITLE:	Information Technology Specialist – iEMS Customer Support Help Desk
PAY GRADE:	NGA-9C
POSITION CONTROL NUMBER:	5165
CLASS CODE:	20285
SALARY:	\$29.33 to \$38.13 hourly (\$61,013 to \$79,317 annually)
FLSA CODE:	Computer Worker Exempt
DUTY LOCATION:	Military Division, Idaho Air National Guard, the Integrated Engineering Management System (iEMS) Program Office, 124th Mission Support Group (124 MSG), Gowen Field, Boise, ID
TYPE OF POSITION:	Civilian Nonclassified; Limited Service Appointment (<i>This position is funded by a Federal/State Cooperative Agreement.</i>)
COMPATIBLE MILITARY FIELD:	Not Applicable

JOB TITLE: INFORMATION TECHNOLOGY SPECIALIST
(IEMS CUSTOMER SUPPORT HELP DESK)
POSITION CONTROL NUMBER: 5165
CLASS CODE NUMBER: 20285
SALARY GRADE: NGA-9C

INTRODUCTION: INTRODUCTION: This position is assigned to the Integrated Engineering Management System (iEMS) Program Office, 124th Mission Support Group (124 MSG), Idaho Air National Guard (IDANG), functioning within the State of Idaho – Military Division. The primary purpose of this position is to manage the

Customer Support function of the iEMS Program Office to include troubleshooting user problems, answering questions, analyzing program design deficiencies and reporting findings to the iEMS Development Team.

EXAMPLE OF DUTIES:

DUTIES AND RESPONSIBILITIES:

1. Manages the iEMS Customer Support function by responding to telephonic or e-mail requests for service from nationwide system users. Provides recommendations, advice, and technical guidance on the proper use and application of iEMS, and evaluates procedures and use of new or improved methods and techniques to improve operational efficiency. Serves as a consultant to users for database management, to include archiving, performing backup and restoring operations, and daily maintenance functions. Maintains a comprehensive trouble call log, recording relevant details of user problems, troubleshooting reported problems to duplicate and identify the source of trouble.
2. Develops and maintains iEMS database management standards and data dictionary. Researches and analyzes problem areas through the collection and analysis of data, personal interviews, observations and management. Conducts regular telephonic or e-mail customer assurance surveys, develops records disposition schedules and procedures, prepares reports-of-findings, makes recommendations, and establishes compliance with Federal and agency database standards and policies.
3. Ensures iEMS data structure is consistent with Air Force (AF) data dictionary guidelines. Reviews AF data standards, comparing these standards with iEMS data structure, listing differences, and reporting findings to the iEMS development team. Ensures technical guidance and system changes are disseminated to users, and customer assistance is provided within established timeframes. Assists users with additional requirements for new programmatic changes or enhancements. Recommends changes or enhancements based on customer surveys. Disseminates procedures used to maintain the integrity and security of database elements and information. Disseminates procedures to ensure access is limited to authorized individuals and organizations.
4. Provides software application assistance for commonly used office automation and telecommunications applications as they relate to the operation of iEMS. Develops and implements training aids such as flowcharts, slide shows, or other media to include e-mail, word processing, spreadsheet, database, graphics and internet products. Manages the course training schedules to include the development of lesson plans under the direction of the iEMS development team.
5. Works with iEMS users in installing/deleting user software. Works with supported users in performing iEMS concepts such as data base recovery, moving files from one media to another, configuring user software, modifying software configuration, and performing basic configuration management functions. Provides guidance to users on iEMS aspects as they perform their system risk analysis.
6. Trains users to archive, suspend, and the disposition requirements as they pertain to the appropriate medium. Manages and coordinates the iEMS World Wide Web Home Pages to ensure compliance with established format, Privacy Act, and Freedom of Information Act. Ensures iEMS web page is updated to reflect changes to the system, ensure changes to policy guidance are posted in a timely manner, and provides recommendations to the iEMS development team on web page design and format to better serve iEMS users.
7. Manages the publication and distribution of help manuals, user guides, and similar documents used to train and inform iEMS users. Ensures published documents are consistent with current system architecture, operation, and format. Ensures publications are issued in the appropriate publication series, media and proper formats in accordance with prescribing government directives. Ensures that standard publications do not duplicate or conflict with higher headquarters' issuance.
8. Interprets policies and procedures established by higher headquarters to implement the provisions of the Privacy Act and Freedom of Information Act (FOIA) as it pertains to iEMS. Reviews requests subject to the Privacy Act of FOIA programs for propriety and release. Coordinates requests for information with cognizant authorities. Coordinates and processes requests for records and other documentary materials. Provides research guidance, obtains materials for inquires or counsels the requester on source. Collects and accounts for fees charged when appropriate. Ensures compliance with statutory time limits. Compiles material for reports and Privacy Act records system notices for submission to higher headquarters. Coordinates extension of time limits for processing requests. Provides Privacy Act and FOIA procedural training.

9. Promotes a respectful workplace that complies with policies of the Adjutant General. Observes and ensures compliance with all applicable laws, rules, regulations and policies and serves as a role model for the Whistleblower Protection Program, EEO, security and workplace safety practices, policies and regulations at all times. Maintains a safe and drug/alcohol free workplace.

10. Performs other related duties and projects as necessary or assigned.

SUPERVISORY CONTROLS: The supervisor provides general guidance as to scope and priorities of projects in the assigned area and determines time-frames and possible shifts in staff assignments. Employee plans, organizes, and carries out assignments, coordinates work with others, determines the approach and methodology to be used, and keeps the supervisor apprised of potential problems. Completed work is reviewed for technical aspects and efficiency of the programs managed.

PERSONAL WORK CONTACTS: Personal contacts include other functional area users in other organizations within the activity. In addition, contacts often take place with personnel of other agencies, representatives of professional associations, equipment or application software vendors, and contractors.

WORKING CONDITIONS / PHYSICAL EFFORT: The work is performed in a typical office setting. The work requires some physical exertion such as recurring activities such as bending, crouching, stooping, stretching, reaching, and lifting of moderately heavy objects such as boxes of project files.

FLSA Overtime Code: I (Computer Worker, Exempt; straight time)

EEOC: C04 (Technical)

WCC: 8810

FEBRUARY 2022

MINIMUM QUALIFICATIONS:

QUALIFICATION REQUIREMENTS

Mandatory Requirements (conditions of employment)

- Must have and maintain a valid and unrestricted state issued driver's license (from any state).
- Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*

Knowledge, Skills and Abilities (KSAs)

Applicants must have 24-months of specialized experience performing related duties as specified below.

- Knowledge of the mission, objectives, terminology, and management practices in the activity, the agency and the department to recognize probable areas of interaction and overlap between proposed and existing systems.
- Knowledge of iEMS concepts, design strategies, and reporting capabilities.
- Comprehensive knowledge of government accounting principles. Knowledge of Air Force and Air National Guard funding structures.
- Knowledge of computer systems, information transmission systems, and system software such as Microsoft Access, Windows 95/98/NT, and related software packages with the ability to use, plan, organize, and implement those systems.
- Ability to assist customers with proper fund citation of accounting transactions and related budgetary issues to include reconciliation processes.
- Ability to review, analyze, and resolve problems with iEMS and related software packages.

- Ability to properly identify, maintain, and protect project records.
- Ability to develop and implement software training programs to include development of lesson plans and conduct appropriate training.
- Knowledge of computer hardware and software troubleshooting techniques commonly used within the computer industry.
- Knowledge of help desk operations and techniques commonly used. (This position requires aggressive organizational skills, as well as, good oral and written communications skills.)
- Knowledge of Internet software packages used for web-based capture of problems, bugs, discussion groups, and information dissemination.

CONDITIONS OF EMPLOYMENT:

- Each person hired will be required to provide verification of eligibility to work in the United States and may be subject to a criminal background check.
- Refer to the position description for the Mandatory Requirements for this position.
- The State of Idaho, Military Division is an Equal Opportunity employer. Selection for this position will be made without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), genetic information, political affiliation, marital status, and disability or age (which does not interfere with job accomplishment or job eligibility based upon the position description Mandatory Requirements). Appropriate consideration shall be given to veterans in accordance with applicable state and federal laws and regulations.

PERSONNEL MANAGER CERTIFICATION: The title, series, grade, duties and responsibilities are complete and accurate as written and a current or projected vacancy exists as advertised.

Gloria A. Duncan
Supervisory Human Resource Specialist
Military Division – State Personnel Branch

The HRO State Personnel Branch will not forward incomplete application packets for consideration.

SUPPLEMENTAL INFORMATION:

If you are unable to apply online, please contact the HRO office by phone 208-801-4273 or email hrobypass@imd.idaho.gov to discuss alternative options.

Thank you for your interest in employment with the Idaho Military Division.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/idaho>

304 North 8th Street
Boise, ID 83720

idhr@dhr.idaho.gov

Position #22-10-N
IT SPECIALIST – IEMS CUSTOMER SUPPORT HELP
DESK
GD

IT Specialist – iEMS Customer Support Help Desk Supplemental Questionnaire

- * 1. **Mandatory Requirement (condition of employment)**: Must have and maintain a valid and unrestricted state issued driver's license (from any state).

Provide written response regarding your willingness and ability to have and maintain (do NOT provide license info here).

- * 2. **Mandatory Requirement (condition of employment)**: Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 3. KSA: **Knowledge of the mission, objectives, terminology, and management practices in the activity, the agency and the department to recognize probable areas of interaction and overlap between proposed and existing systems.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 4. KSA: **Knowledge of iEMS concepts, design strategies, and reporting capabilities.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 5. KSA: **Comprehensive knowledge of government accounting principles. Knowledge of Air Force and Air National Guard funding structures.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 6. KSA: **Knowledge of computer systems, information transmission systems, and system software such as Microsoft Access, Windows 95/98/NT, and related software packages with the ability to use, plan, organize, and implement those systems.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 7. KSA: **Ability to assist customers with proper fund citation of accounting transactions and related budgetary issues to include reconciliation processes.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 8. KSA: **Ability to review, analyze, and resolve problems with iEMS and related software packages.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 9. KSA: **Ability to properly identify, maintain, and protect project records.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 10. KSA: **Ability to develop and implement software training programs to include development of lesson plans and conduct appropriate training.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 11. KSA: **Knowledge of computer hardware and software troubleshooting techniques commonly used within the computer industry.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 12. KSA: **Knowledge of help desk operations and techniques commonly used. (This position requires aggressive organizational skills, as well as, good oral and written communications skills.)**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 13. KSA: **Knowledge of Internet software packages used for web-based capture of problems, bugs, discussion groups, and information dissemination.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 14. Unqualified or incomplete applicant packets will not be forwarded.
Do you certify you attached any supporting/required documentation and given detailed written responses with your application packet before submitting?

☐ Yes ☐ No

- * 15. Do you certify that all of the information and attached documents to this application are true, correct, complete and made in good faith? (This will constitute your official signature.)

☐ Yes ☐ No

- * Required Question